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May 28, 2004

TO: Each Supervisor

FROM: Thomas L. Garthwaite, M.D.
Director and Chief Medical Officer

A handwritten signature in blue ink, reading "Thomas L. Garthwaite", is written over the printed name and title.

SUBJECT: **WORKFORCE DEVELOPMENT PROGRAM - FY 2003-04, THIRD
QUARTER REPORT**

At its May 22, 2001 meeting, the Board directed the Department of Health Services (DHS) to prepare quarterly reports on the Workforce Development Program (WDP). The attached report covers the second quarter of Fiscal Year 2003-04, namely the January 1, 2004 through the March 31, 2004 period. Some of the training highlights include:

- Thirty-four employees continued attending their Registered Nursing (RN) training program at El Camino Community College.
- Ten Licensed Vocational Nurses (LVN) continued attending the LVN-to-RN Registered Nursing training program at East Los Angeles Community College.
- Five employees continued attending their Licensed Vocational Nurse training at St. Francis Career College.
- Instruction in Computer Basics continued in the third quarter of Fiscal Year 2003-04, with sessions conducted at King/Drew, and Olive View/UCLA Medical Centers and Rancho Los Amigos National Rehabilitation Center. The program is designed to educate beginning computer users on how to use and operate a computer.
- Training on the topic of communications continued in the third quarter of Fiscal Year 2003-04.

- Laid-off employees continued attending Medical Records Coder Training program classes provided by Code-Link, Inc. The 20-week training program is designed to prepare students to take the Certified Coding Specialist exam.
- DHS employees continued attending Basic Spanish classes. This training is intended to provide employees with interactive basic Spanish language tools and techniques that can be effectively utilized in the work environment.
- With the assistance of special instructors, employees at various DHS Medical Centers, are continuing their on-the-job training to implement Inpatient Clinical Pathways (ICPs) which are a basic component of Clinical Resource Management.
- Assessment Workshops are being conducted at various DHS facilities to determine the readiness of employees to meet the requirements of present training programs and future educational and career goals. The workshops are being followed with refresher instruction in subjects such as English, Math, Algebra, Study Skills, and Adult Basic Education for those individuals identified as needing improvement.

Additional information is provided in the attached report. Please let me know if you have any questions or concerns. Diane Factor, Director of WDP, is available to your staff for questions. She may be reached at (213) 639-2221.

TLG:ad
d/secondquarterreport.mem

Attachment

c: Chief Administrative Officer
County Counsel
Executive Officer, Board of Supervisors



LA HEALTH CARE WORKFORCE DEVELOPMENT PROGRAM

Third Quarter Report

FY 2003-04

* An Educational Partnership of the County Department of Health Services and
Service Employees International Union, Local 660

WORKFORCE DEVELOPMENT PROGRAM

**An Educational Partnership of the County's Department of Health Services and
SEIU Local 660**

**Quarterly Report
Fiscal Year 2003-04 – Third Quarter**

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EXECUTIVE SUMMARY

This report summarizes the training and educational activities of the Workforce Development Program ("WDP") for the reporting period January 1, 2004 through March 31, 2004.

Major highlights for the Third Quarter include:

- Two Hundred Seventy Eight Department of Health Services employees completed two-day sessions on the subject of communications.
- Six employees that were laid-off in June 2003, continued attending classes in a Medical Records Coder Training Program. The 20-week training program, being provided by Code-Link, Inc., prepares students to take the Certified Coding Specialist exam.
- Thirty-four employees continued their Registered Nursing training program at El Camino Community College.
- Ten LVNs continued their LVN-to-RN Registered Nursing training program at East Los Angeles Community College.
- Five employees continued their LVN training at St. Francis Career College.
- Twenty-four employees participated in a RN assessment workshop to determine their readiness to enter a registered nurse training program.
- Fifteen employees at Olive View/UCLA Medical Center, who are interested in becoming LVNs, were tested to determine their skills levels and readiness to enter an LVN training program. The results of these tests are being used to establish classes to address skill deficiencies.
- Nineteen nurses attended a two-day preceptorship training session.
- Ninety-five employees were enrolled and have started their on-the-job Clinical Resource Management (CRM) training pertaining to Inpatient Clinical Pathways (ICPs).
- Refresher courses for LVN and RN applicants were conducted throughout the third quarter. These included Math, English, and Algebra refresher, as well as Study Skills workshops to prepare candidates for the LVN and RN programs.
- A combined total of one hundred two employees completed interactive Basic Spanish classes at Harbor/UCLA, King/Drew, Olive View/UCLA and LAC+USC Medical Centers.
- A combined total of seventy-four employees completed their Basic Computers classes at King/Drew, Olive View/UCLA, and Rancho Los Amigos Medical Centers.

The attached report provides additional details on training and educational activities

WORKFORCE DEVELOPMENT PROGRAM

An Educational Partnership of the Los Angeles County Department of Health Services and Service Employees International Union Local 660

FY 2003/04 Third Quarter Report (January 1, 2004 through March 31, 2004)

Training Goal	Area of Training	Purpose	Status	Number Trained/In Training During Reporting Period
3.1	Communications	To provide portable skills for employees to provide better quality service	The 2-day workshops on "Influencing through Communications" continued during the 3 rd quarter of fiscal year 2003-2004.	Two Hundred Seventy Eight DHS employees completed the 2-day communications workshop. (To date, 1713 employees have completed the training).
3.2	Basic Spanish	To provide employees with basic Spanish language tools and techniques that can be practically used in the work areas.	Employees began attending interactive basic Spanish classes at various Medical Centers and one Public Health Center. The classes are scheduled on Wednesday afternoons for 12 weeks.	One Hundred Two employees from Harbor/UCLA, King/Drew, Olive View/UCLA, and Rancho Los Amigos Medical Centers completed the Basic Spanish classes during the 3 rd Quarter of FY 03-04. (To date, 142 employees have completed the training).
1.2	Clinical Resource Management (CRM)	To support the implementation of Inpatient Clinical Pathways ("ICPs") required by the 1115 Waiver.	After a series of meetings, the joint labor-management Nursing Education Project Team is recommending that the WDP use a "real-time, on-the-job" peer approach in educating and supporting inpatient clinical staff as ICPs are implemented. This approach will involve the use of former County nurses, to be recruited, to be deployed to the various County hospitals, including weekends, days, evenings, and nights.	Ninety-five employees were enrolled and have commenced their on-the-job CRM training. Five instructors are currently providing training at OVMC, KDMC, and LAC+USC.

Training Goal	Area of Training	Purpose	Status	Number Trained/In Training During Reporting Period
1.3	Medical Records Coding	To support the Waiver goal of compliance with Health Insurance Portability and Accountability Act.	A contract was established with Code-Link, Inc. to train laid-off DHS employees on medical record coding. A 20-week Medical Records Coder Training Program was initiated on September 20, 2003, with classes held on Saturdays, from 11:00 a.m. to 4:30 p.m. The training is intended to prepare the students to take the Certified Coding Specialist exam.	Six laid-off DHS workers continue to attend the Medical Records Coder Training Program.
2.2	Specialty Nursing and Nursing Education	To implement training programs to address critical shortages in nursing services.	Commence training of employees who have completed the Registered Nurse training program pre-requisites at El Camino Community College. The 24-month training program started on October 24, 2003. Commence training of LVNs who want to become RNs and have met all pre-requisites. Training to be provided by East Los Angeles Community College (ELAC). Establish a Licensed Vocational Nurse (LVN) training program at St. Francis Career College. Conduct Assessment Workshops for RN and LVN candidates during the 3 rd Quarter. These workshops are designed to test the employees' skill levels in reading, math, algebra, and studying. English, math, algebra refresher courses, as well as study skills workshops, and adult basic education classes were provided during the 3 rd Quarter of FY 03-04. These courses were designed for applicants to the RN and LVN program and for other employees who are pursuing other job-training goals.	Thirty-four employees continued their WDP-sponsored RN training program at El Camino Community College. Ten LVNs continued their LVN-to-RN Registered Nursing training program at ELAC. Five employees continued their LVN training at St. Francis Career College. Thirty-nine (24 RN Assessments and 15 LVN assessments) employees underwent assessment tests at various DHS facilities. Over 300 employees received refresher training in English, Math, Algebra, Study Skills, Adult Basic Education, and Test Taking.

Training Goal	Area of Training	Purpose	Status	Number Trained/In Training During Reporting Period
2.2	Certification for RNs	To assist nurses in obtaining required certification for specialized areas of nursing.	A preceptor program was recommended by the Nursing Education Project Team to increase the retention of newly graduated RNs and RNs assigned to demanding hospital wards. Nurses trained with "preceptorship" skills can provide support to those nursing staff to enhance retention.	Nineteen nurses attended a two-day preceptorship training session in February 2004.
3.3	Basic Computers	Educate beginning computer users to learn how to use and operate a computer.	Establish basic computer training courses to educate beginning computer users how to operate and use a computer.	Seventy-four employees at King/Drew, Olive View/UCLA, and Rancho Los Amigos Medical Centers completed their basic computer training in the 3 rd Quarter of FY 03-04. (To date, 86 employees have completed this training).